

BEFORE  
THE PUBLIC SERVICE COMMISSION OF  
SOUTH CAROLINA  
DOCKET NO. 2021-     -S

Application of Palmetto Utilities, Inc. for  
Approval to Change its Name to South  
Carolina Water Utilities – PUI, Inc.

APPLICATION  
(EXPEDITED CONSIDERATION  
REQUESTED)

Pursuant to S.C. Code Reg. 103-504, Palmetto Utilities, Inc. (“PUI”) applies for permission *nunc pro tunc* to change its name South Carolina Water Utilities - PUI, Inc.

1). PUI requests the Commission’s approval of a name change, to allow it to transact business as “South Carolina Water Utilities - PUI, Inc.”

2). PUI’s doing business under the name South Carolina Water Utilities – PUI, Inc. is part of the utility’s parent company, SouthWest Water Company (“SWWC”), long-term plans to establish a common nomenclature for its South Carolina subsidiaries. PUI’s sister company, Palmetto Wastewater Reclamation, Inc. is also filing a request for permission to transact business as “South Carolina Water Utilities – PWR, Inc.”.

3). The requested name changes would be consistent with the Commission’s previous approval of CUC, Inc.’s name change to South Carolina Water Utilities – CUC Inc.

4). A letter to PUI’s customers explaining the name change is attached to this application as Exhibit A.

5). PUI requests expedited consideration of this request so it may send the notice to its customers in the next billing cycle at the end of April 2021. April 2021 will be the first month the company’s billing will be integrated into SWWC’s automated billing program. If the Commission

allowed the name change by then, the software would only have to be configured once and would provide immediate customer service enhancements.

6). PUI requests the Commission not require notice of this application by publication or a hearing. Notice by publication of this application is neither required by law nor by regulation.

7). The requested name change would not alter PUI's rates, fees, or charges.

For the reasons stated, PUI requests the following relief:

- I. Expedited consideration of this request without published notice or a hearing.
- II. Approval *nunc pro tunc* of the utility's name change to Palmetto Wastewater Reclamation, Inc.
- III. Approval of its application to transact business under the name "South Carolina Water Utilities – PUI, Inc.”.
- IV. Such other relief as the Commission deems just and proper.

Respectfully submitted,

*s/ Charlie Terreni*

Date: April 16, 2021

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SC Bar. No. 15235

**EXHIBIT A**



## South Carolina Water Utilities

A SouthWest Water Company  
1713 Woodcreek Farms Rd, Elgin, SC 29045  
Tel: 803-699-2422  
Fax: 803-699-6925  
Email: [SCMidlandsCustomerCare.com](mailto:SCMidlandsCustomerCare.com)  
Website: [www.swwc.com/sc](http://www.swwc.com/sc)

April X, 2021

Dear Valued Customer,

We are excited to announce that your wastewater service provider, Palmetto Utilities, Inc., is under new leadership and is changing its name to South Carolina Water Utilities – PUI, Inc. (or “SCWU” for short). SCWU is part of SouthWest Water Company, which has proudly been in the utility business for 130 years and currently owns water and wastewater utilities serving over 500,000 people in six states.

Beginning on April 24, 2021, company employees and equipment will be identifiable with SCWU branding, your monthly statement will have a new look, and you will be assigned a new account number - please take note of your new account number and pin below:

**Old Account Number: xxxxxxxxxx**

**New Account Number: xxxxxxxxxx**  
**Pin: xxxx**

Your new account number and pin can be used when calling our Customer Service Department or online to check your account, update your account information, or pay your bill. We encourage all customers to set up an online self-service account at: [www.swwc.com/myaccount](http://www.swwc.com/myaccount).

For your convenience, we have expanded your bill payment options, which now include the following:

- Online using a credit card or electronic check at: [www.swwc.com/myaccount](http://www.swwc.com/myaccount);
- By phone with a credit card through our automated service at: 803-699-2422;
- By automated account withdrawals (note: customers who are already enrolled will have their payments continue to be automatically withdrawn on the invoice due date – customers wishing to enroll or change their current election may do so at [www.swwc.com/myaccount](http://www.swwc.com/myaccount)); or
- By mail or in person at our office: 1713 Woodcreek Farms Rd, Elgin, SC 29045.

**IMPORTANT:** If you currently use your bank’s bill pay service to make online payments, please remember to **update your payee and account number**.

For additional information regarding how to understand the new bill format, please visit <https://swwc.com/sc/how-to-read-your-bill/>.

Thank you for this opportunity to be your new wastewater provider; we look forward to providing high-quality, reliable service to your community! If you have any questions, please contact our Customer Care Specialists by telephone at 803-699-2422 or by email at [SCMidlandsCustomerCare@swwc.com](mailto:SCMidlandsCustomerCare@swwc.com).

Sincerely,

Craig Sorensen, PE  
President, South Carolina Water Utilities

**BEFORE**  
**THE PUBLIC SERVICE COMMISSION**  
**OF SOUTH CAROLINA**  
**DOCKET NO. 2021 - S**  
**CERTIFICATE OF SERVICE**

I, **CHARLES L.A. TERRENI**, hereby certify that I have, on this April 16, 2021 served the Application of Palmetto Utilities, Inc. for Approval to Change its Name to South Carolina Water Utilities – PUI, Inc. upon the parties listed below by email to the following person(s) and addresses:

Carri Grube Lybarker\* , Counsel

South Carolina Department of Consumer  
Affairs

\*\*\*For Notice Purposes\*\*

Email: clybarker@scconsumer.gov

Jeffrey M. Nelson , Counsel

Office of Regulatory Staff

1401 Main Street, Suite 900 Columbia,  
SC 29201

Email: jnelson@ors.sc.gov

Roger P. Hall\* , Assistant Consumer  
Advocate

South Carolina Department of Consumer  
Affairs

\*\*\*For Notice Purposes\*\*

Post Office Box 5757

Columbia, SC 29250

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*Charlie Terreni*

Columbia, South Carolina

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